

## On-Site Observation: Clinic

Review Area	Expectation	Results Y= In compliance N= Out of compliance/Finding D= Discussion
Clinic Environment	<ul style="list-style-type: none"> <li>• Clean, safe, and well-maintained</li> <li>• Equipment (anthro./hgb.) is clean/well-maintained and has been checked on schedule for accuracy</li> <li>• Verify equipment inventory</li> <li>• Easy to find (good signage)</li> </ul>	
Eligibility Determination Timeline	<ul style="list-style-type: none"> <li>• Review clinic process and interview staff for how they document initial certifications (or certs with &gt;2 mo. lapse) with use of initial contact button. Must create record at time of inquiry for appointment and document first appt. offered (not necessarily completed)</li> </ul>	
Required Information Posted	<ul style="list-style-type: none"> <li>• “We Accept WIC Benefits” decal</li> <li>• Hours of Operation</li> <li>• List of stores that accept WIC benefits locally</li> <li>• Non-smoking facility designation</li> <li>• Current income eligibility guidelines (IEGs)</li> <li>• Local policies (if applicable)</li> <li>• Language Translation “Point 2 Your Language”</li> <li>• MOU Disclaimer</li> </ul>	
Civil Rights & Accessibility	<ul style="list-style-type: none"> <li>• Current “And Justice for All” posted where services are delivered</li> <li>• Current “Fair Hearings” posted</li> <li>• Non-Discrimination statement being used appropriately (outreach materials, anything discussing eligibility, etc.)</li> <li>• Clinic is compliant with ADA standards</li> <li>• Access to language translation (LEP compliance)</li> <li>• Civil Rights complaint process understood (check log)</li> <li>• Racial/Ethnic data collection (observe question asked or interview staff)</li> </ul>	
Integrity & Confidentiality	<ul style="list-style-type: none"> <li>• Employee may not act as a proxy for participant</li> <li>• Employee must not have a conflict of interest (may not serve relative/friend in clinic)</li> <li>• Confidentiality maintained (participant information kept out of site, only shared when appropriate and according to policy)</li> <li>• Separation of duties (when possible- division between staff who do income and risk code eligibility)</li> <li>• Homeless facility Statement</li> </ul>	

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Nutrition Education Materials	<ul style="list-style-type: none"> <li>• Information available (posters, brochures, etc.) must be up to date and appropriate for population</li> <li>• Materials are distributed appropriately, primarily to reinforce interactive education</li> <li>• Have exit handout and substance abuse forms available- staff know how/when to use it</li> </ul>	
Breastfeeding Promotion & Support	<ul style="list-style-type: none"> <li>• Breastfeeding Coordinator providing training, outreach, and support for clinic</li> <li>• Overseeing pump program</li> <li>• Pumps issued correctly</li> <li>• Clinic is breastfeeding friendly</li> </ul>	
Security	<ul style="list-style-type: none"> <li>• eWIC cards (locked &amp; check log)</li> <li>• Pumps (locked)</li> <li>• Formula Storage (out of site, secure location, maintain inventory log)</li> <li>• Check disaster and security plan</li> </ul>	
Outreach, Retention & Participation	<ul style="list-style-type: none"> <li>• Progress on current outreach plan</li> <li>• Clinic is pulling list of eligible participants without issuance monthly to follow up/schedule</li> <li>• Clinic efforts to improve retention (appointment scheduling, clinic hours/availability, access)</li> </ul>	
Self-Monitoring	<ul style="list-style-type: none"> <li>• If Tier 1 in the last review- verify that self-monitoring completed using State process</li> <li>• Review results/changes clinic made as a result</li> </ul>	
Quality Comments (non-scored)	<ul style="list-style-type: none"> <li>• Note anything you observe or hear about that deserves recognition and praise</li> <li>• Note anything relate to assessment of staff in local agency roles (Nutrition Coordinator, Breastfeeding Coordinator, and Local Agency Resource Coordinator (LARC))</li> </ul>	